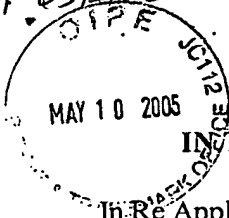


O.K. TO ENTER

TP 05/31/05



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of:

Mansfield, et al.

Serial No.: 09/819,427

Filed: March 27, 2001

Group Art Unit: 2144

Examiner: Phan, Tam

Docket No. 10004186-1

For: **System and Method for Providing Personalized Customer Support**

RESPONSE TO FINAL OFFICE ACTION

Mail Stop: AF
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Sir:

The Office Action mailed March 15, 2005 has been carefully considered. In response thereto, please enter the following amendments and consider the following remarks.

AUTHORIZATION TO DEBIT ACCOUNT

It is not believed that extensions of time or fees for net addition of claims are required, beyond those which may otherwise be provided for in documents accompanying this paper. However, in the event that additional extensions of time are necessary to allow consideration of this paper, such extensions are hereby petitioned under 37 C.F.R. § 1.136(a), and any fees required therefor (including fees for net addition of claims) are hereby authorized to be charged to deposit account no. 08-2025.